

Re:

AMERITECH

Crossed lines in the building that are connecting to people down the street from us.  
(enclosed are the names of the people and a witness)

During these years of Ameritech service I have also been billed for other calls that are not mine. For instance up to 35 calls a day, including when I am not home. I also had caller code added on my bill so I could keep track of all calls made from my house. No one knew the code except for me. This charge was an extra \$7.95 a month.

I also kept a diary of all calls that were made,. I did find added calls after all this.

There has been approximately 30 repair men out here to try to fix this problem. No one seems to know how to fix it. I am quite frustrated with the whole situation. Not to mention the inconvenience it has been for my family and I to sit home and wait for repairmen. I have contacted supervisors and even the executive office and they say there is nothing they can do.

I seen a Ameritech man outside in the backyard at a neighbors of mine so I had asked him if there is any problem with the lines, he said yes that the apt. building was hooked up to someone in a house a few blocks down. So, I see I am not the only one in the neighborhood that is having crossed lines, not to mention added charges. I do have names of people that I have contacted throughout this mess.

Just so you can see the frustration, my daughters school nurse was trying to reach me 3 times from school and she could not get through. I was home. Talk about emergency calls included. This has been going on for years!!!!

Since my phone has been disconnected I have no other choice but to use a cell phone. Of course this is more costly than a land line. Not to mention that my children do not have a phone at home!!! Their frustrated as well, allot of arguments. There has been times where I have had to use pay phones, in the rain, in the cold weather, and etc....I have had missed important calls also, because a cell phone is not all that dependable as a land line.

Oh, one more issue that is important to mention. I have a computer that we cannot use because we do not have a phone line! The children are extremely upset with the whole situation as well as everyone we know who wants to reach us. No home phone, no Email, and etc..

From what I understand from a source is that since Ameritech has made a large change with their service men, there has been allot of phone problems.

What I am asking for is for is :

Having a professional repair work done on my phone line to fix the problem once and for all,

AMERITECH

Adjusting my credits for all the added charges that I did not make.

Deleting the current bill which is incorrect any ways.

Reimbursing me all my cell phone bills which have incurred during the disconnection of my land phone with Ameritech. According to the news a few people have also requested this.

Reimbursing the aggravation, frustration, and inconvenience is also being requested.

We have been without a phone since May of last year!!!!!!

Please respond A.S.A.P.

CHRISTEL VANDYKE  
18206 S. 66ave  
Tinley Park, IL 60477

Witness: Kathy Olsen  
(farmer tenant)



CHRISTEL VAN DYKE  
18206 66TH AV  
TINLEY PARK, IL 60477-4160

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Account Number 708 614-0032 517 1  
Billing Date Jan 28, 2000

Web Site www.ameritech.com

# Monthly Statement

Dec 29 - Jan 28, 2000

## Bill-At-A-Glance

Previous Bill	163.80
Payment	90.00CR
Adjustments	.41
Amount Past Due	74.21
Current Charges	101.47
<b>Total Amount Due</b>	<b>\$175.68</b>
Amount Due in Full By	Feb 22, 2000

## Billing Summary

Questions? Call:

Ameritech Local Service 1-800-244-4444	80.92
MCI WorldCom 1-800-244-4444	2.17
SPRINT 1-800-877-4646	18.38
<b>Total of Current Charges</b>	<b>101.47</b>

## News You Can Use - Summary

- LOCAL TOLL INFO
- LONG DISTANCE INFO
- IMPORTANT NEWS
- DIRECTORY ASSISTANCE
- RATE CHANGES
- BEST TIMES TO CALL
- MODEM CONNECTIONS

See "News You Can Use" for additional information.

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

## Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	12-30	Payment		90.00
2	1-04	Credit for overbilling Dir Asst	.21CR	
3	1-30	Late Payment Charge	.62	
<b>Totals</b>			.41	90.00

## Ameritech Local Service

### Monthly Service - Jan 28 thru Feb 27

Non-Published Service	1.20
Ameritech Call Control	7.95
Call Waiting	2.25
Line Charge	9.06
Caller Identification	5.00
Calling Name Display	1.50
Ameritech CallPack 250	20.00
LINE-BACKER®	3.79
Federal Access Charge	3.50
<b>Total Monthly Service</b>	<b>54.25</b>

### Local Calls

#### Ameritech CallPack 250

430 Call(s) were placed this month	
250 Call(s) were allowed	
180 Call(s) billed at \$.09 each	16.20

### Information Charges

2 Call(s) placed to 1+555-1212	
2 Call(s) billed at \$.95 each	1.90

### Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Local Government	.75
Municipal Infrastructure Maintenance Fee	.72
State Infrastructure Maintenance Fee	.36
Equal Access Recovery Charge	.11
State Additional Charges	.06
Number Portability Surcharge	.28
Infrastructure Maintenance Credit	.79CR
<b>Total Local, State and Federal Charges</b>	<b>1.49</b>

### Taxes

Federal at 3%	2.04
Illinois at 7%	5.04
<b>Total Taxes</b>	<b>7.08</b>

**Total Ameritech Local Service Charges 80.92**



CHRISTEL VAN DYKE  
18206 66TH AV  
TINLEY PARK, IL 60477-4180

Page 1 of 4  
Account Number 708 814-0032 517 1  
Billing Date (Feb 28, 2000)

Web Site www.ameritech.com

## Monthly Statement

Jan 29 - Feb 28, 2000

### Bill At A Glance

Previous Bill	175.68
Payment	133.80CR
Adjustments	.02
Amount Past Due	41.90
Current Charges	109.38
<b>Total Amount Due</b>	<b>\$151.28</b>
Amount Due in Full By	Mar 24, 2000

### Billing Summary

#### Questions? Call:

Ameritech Local Service 1-800-244-4444	80.45
MCI WorldCom 1-800-244-4444	2.17?
SPRINT 1-800-877-4646	26.76?
<b>Total of Current Charges</b>	<b>109.38</b>

### News You Can Use - Summary

- LOCAL TOLL INFO
- LONG DISTANCE INFO
- IMPORTANT NEWS
- BEST TIMES TO CALL
- SPECIAL NEEDS CENTER

See "News You Can Use" for additional information.

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope.

### Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	2-02	Payment		73.80
2	2-22	Payment		60.00
3	2-29	Late Payment Charge	.02	
Totals			.02	133.80

### Ameritech Local Service

#### Monthly Service - Feb 28 thru Mar 27

Non-Published Service	1.20
Ameritech Call Control	7.95
Call Waiting	2.25
Line Charge	9.06
Caller Identification	5.00
Calling Name Display	1.50
Ameritech CallPack 250	20.00
LINE BACKLOG	3.75
Federal Access Charge	3.50
<b>Total Monthly Service</b>	<b>54.25</b>

#### Local Calls

##### Ameritech CallPack 250

(415 Call(s) were placed this month  
250 Call(s) were allowed  
165 Call(s) billed at \$.09 each

14.85

#### Information Charges

1 Call(s) placed to 1-411	
2 Call(s) placed to 1-555-1212	
3 Call(s) billed at \$.95 each	2.85

#### Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Local Government	.75
Municipal Infrastructure Maintenance Fee	.72
State Infrastructure Maintenance Fee	.36
Equal Access Recovery Charge	.08
State Additional Charges	.06
Number Portability Surcharge	.28
Infrastructure Maintenance Credit	.79CR
<b>Total Local, State and Federal Charges</b>	<b>1.46</b>

#### Taxes

Federal at 3%	2.03
Illinois at 7%	5.01
<b>Total Taxes</b>	<b>7.04</b>

**Total Ameritech Local Service Charges**

**80.45**



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APR 28, 1999

**DETAILED CHARGES**

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To contact your Ameritech Service Rep., call 1-800-244-4444  
To request bill balance, payment arrangements, or duplicate  
bill copy, call our automated Billing Service on 1-800-873-5501  
Repair inquiries, call 1-888-611-4466

**IMPORTANT INFORMATION**

Our records show that you have selected AMERITECH as your  
presubscribed carrier for all of your IntraLATA long distance service.

Our records indicate that your primary interLATA long distance company  
has changed. Please contact us immediately if this does not agree with  
your records.

**RATE CHANGE**

We want you to know about a rate change that could affect your  
bill. Starting May 8, 1999, the charge for changing your long dis-  
tance or local toll carrier for multiple lines on the same account will  
be \$5.00 per line. Until this increase takes effect, the rate is \$5.00  
for the first line and \$1.70 for each additional line changed in one  
request. For more info, please call your Ameritech representative.

**SETTLEMENT REMINDER**

As a current LINE-BACKER/Wire Maintenance (IWMS) subscriber  
class member, you may use Automatic Callback, 3-Way Calling, or  
Repeat Dialing once free during the "Monthly Service" cycle listed  
below in "Current Charges". If you do, a \$.75 Inside Wire Mainte-  
nance Svc Pay Per Use Credit will be on your next bill. This offer  
doesn't apply to any service you block or subscribe to monthly.

**CALL BEFORE YOU DIG**

Each year thousands of buried cable utilities are damaged, causing  
service outages and expensive repairs. Help us protect buried  
utilities by calling your state ONE-CALL-CENTER - "It's The Law".  
We will mark the location of our facilities at NO CHARGE. Simply  
call one of the following numbers before you dig:  
Illinois: 1-800-892-0123; Chicago - 1-312-744-7000.

**TICKETS NOW ON SALE**

Discounted tickets are now available for the Ameritech Senior  
Open golf tournament being held July 12-18 at Kemper Lakes Golf  
Club, Long Grove, IL. Enjoy a great day at the links and see golf  
legends including defending champ Hale Irwin. To purchase tickets  
or for tournament information call 1-800-SENIOR-1.

**DETAIL OF PAYMENTS AND ADJUSTMENTS**

No.	Date	Description	Adjustments	Payments
1	4-06	Payment		86.00
2	4-19	Payment		40.00
Totals			0.00	126.00

FOR CALLING CODES PLEASE SEE THE BACK OF THE FIRST PAGE



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**DETAILED CHARGES**Page 3  
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See Page 2 for Customer Service Telephone Numbers

**CURRENT CHARGES****Monthly Service - Apr 28 thru May 27**

Ameritech CallPack 250.....	20.00
Call Waiting.....	2.50
Caller Identification.....	6.00
Caller ID Discount.....	1.00CR
Non-Published Service.....	1.35
Line Charge.....	9.08
Ameritech Call Control.....	7.95
Calling Name Display.....	1.50
Premises Wire Maintenance Plans .....	3.79
Federal Access Charge .....	3.50
Primary No PIC Federal Chrg.....	.53
Primary No PIC State Chrg.....	.06

**Total Monthly Service Charges .....** 55.26**Local Calls**

Ameritech CallPack 250	
298 Call(s) were placed this month	
250 Call(s) were allowed	
48 Call(s) billed at \$.09 each .....	4.32

**Information Charges**

1 Call(s) placed to NameFinder Plus	
billed at \$.30 each .....	.30

**Other Charges and Credits**

This section of the bill reflects charges or credits resulting from recent account activity.

1 Inside Wire Mtce Svc Settlement ..... .42CR

No.	Description	Qty.	Monthly Charges
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Services Changed on Apr 13, 1999

Charges for Services Added

(Monthly Charges are Prorated from

Apr 14, 1999 to your Billing Date, Apr 28, 1999)

2 Primary No PIC Federal Chrg .....1..... .53

3 Primary No PIC State Chrg .....1..... .06

One Time Charges

4 Charge to change

Long Distance Carrier ..... 5.00

**Total Other Charges and Credits .....** 4.86

FOR CALLING CODES PLEASE SEE THE BACK OF THE FIRST PAGE